

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Awaab's Law Compliance Policy

This policy was created to:

Make sure Honeycomb Group provides safe, healthy and well-maintained homes by responding quickly to damp, mould and other hazards that could affect residents' health and safety.

What this policy covers

This policy explains:

- How we identify, investigate and fix damp, mould and other hazards in our homes.
- Who is responsible for managing and responding to housing hazards.
- How residents can report concerns.
- The timescales we must follow when investigating and fixing hazards.
- How we communicate with residents throughout the process.
- How we support residents who may be more vulnerable to housing hazards.
- How we monitor our performance and make improvements.
- What we expect from employees, contractors and residents.

The policy applies to Honeycomb Group properties and to employees, contractors, Board members, residents and other people who may be affected by our activities. Following this policy is mandatory.

Key Terms

- **Awaab's Law:** Rules that require social landlords to investigate and fix certain housing hazards within set legal timescales.
- **Damp:** Too much moisture in a building, which can be caused by leaks, rising damp, condensation, penetration or construction problems.

- **Mould:** Fungal growth caused by too much moisture, which can affect people's health.
- **Hazard:** Something in a home that could cause harm to someone's health or safety.
- **Emergency hazard:** A problem that creates an immediate and serious risk to someone's health or safety.
- **HHSRS:** The Housing Health and Safety Rating System, which is used to identify and assess risks to health and safety in homes.
- **Vulnerability:** A health or personal circumstance that may mean someone is more affected by a housing hazard or needs additional support.

Our Goals

We aim to:

- Keep residents safe from damp, mould and other housing hazards.
- Follow Awaab's Law and other housing and health and safety requirements.
- Investigate and fix hazards within the required legal timescales.
- Treat reports of damp and mould seriously and use a no-blame approach.
- Find and fix the root cause of problems rather than blaming residents.
- Take account of residents' vulnerabilities and health needs.
- Keep residents informed throughout investigations and repairs.
- Provide suitable temporary accommodation when a home cannot be made safe within the required timescale.
- Keep accurate records of reports, investigations and repairs.
- Learn from complaints, incidents and cases where timescales have not been met.

Our Approach

We will:

- Treat damp, mould and other housing hazards as potential health and safety risks until they have been assessed.
- Investigate significant damp, mould and other hazards within the required timescales.
- Investigate and make emergency hazards safe within 24 hours.
- Investigate significant damp and mould hazards within 10 working days.
- Give residents a written summary of the investigation within 3 working days of the inspection being completed.
- Start remedial work as quickly as reasonably possible and within the required timescales.
- Aim to complete the full project within a maximum of 12 weeks, where applicable.
- Consider residents' vulnerabilities, including young children, pregnancy, older people, respiratory conditions, immunocompromised people and disabled people.
- Speed up responses where a resident's circumstances mean they are at greater risk.

- Escalate cases where a legal deadline may be missed, a serious hazard is identified, a resident's health is getting worse or temporary accommodation is needed.
- Keep residents informed throughout the investigation and repair process.
- Provide information in accessible formats and make reasonable adjustments where needed.
- Keep full records from the first report through to completion.
- Work with competent and appropriately qualified contractors and specialists.
- Learn from incidents, complaints and cases where things have not gone as planned.

Reporting a hazard

- Residents can report damp, mould or other housing hazards by:
 - Telephone
 - Online portal
 - Email
 - In person
 - Through a support worker, advocate, employee or contractor
 - Through the complaints process

All reports will be logged, risk assessed, checked for vulnerabilities and tracked until they are closed.

Legal Compliance

We will follow all relevant housing, health and safety and regulatory requirements, including:

- Awaab's Law and the Hazards in Social Housing Regulations.
- Social Housing (Regulation) Act 2023.
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- Health and Safety at Work etc. Act 1974.
- Housing Health and Safety Rating System (HHSRS).
- Decent Homes Standard.
- Equality Act 2010.

The policy will also be updated when legislation, regulations or Awaab's Law requirements change.

Performance monitoring

We regularly monitor:

- How many damp, mould and hazard reports we receive.
- Whether inspections are completed within the required timescales.
- Whether repairs are completed within the required timescales.
- Cases that go over statutory deadlines.

- Repeat damp, mould or hazard problems.
- How many residents need temporary accommodation or a decant.
- Complaints received.
- Resident satisfaction.
- Contractor performance and quality of work.

Performance is reported monthly to Operational Management, quarterly to the Executive Team and regularly to the Board.

We also review complaints, serious incidents, near misses, Ombudsman decisions and regulatory findings to identify lessons and improve our services.

Data Protection

We will make sure that personal information collected, stored or shared as part of this policy is handled securely and in line with current data protection law, including the UK GDPR and Data Protection Act 2018.

Review

This policy will be reviewed every two years.

It may be reviewed sooner if:

- The law or regulations change.
- Awaab's Law requirements or implementation phases change.
- We learn important lessons from complaints or serious incidents.
- There is a significant change that affects the policy.

Date of Policy: August 2026